AMENDMENTS TO THE CLAIMS

For the convenience of the Examiner, all claims have been presented whether or not an amendment has been made. The claims have been amended as follows:

1. **(Cancelled)**

2. **(Cancelled)**

3. **(Cancelled)**

4. **(Previously Presented)** A computer-based knowledge management system, comprising:

a client operable to generate a first request, the client associated with a knowledge worker;

a server coupled to the client and operable to receive the first request, the server comprising a knowledge matrix operable to store status information on a plurality of knowledge items associated with the first request, the server operable to generate a second request for the knowledge items if the status information stored in the knowledge matrix indicates the availability of the knowledge items; and

an information source operable, in response to the second request, to communicate information to the server to satisfy the first request;

wherein the knowledge matrix comprises:

a knowledge worker grid operable to identify a plurality of needs associated with the knowledge worker, the knowledge worker grid operable to relate the first request to a selected need;

a process grid operable to identify a process item associated with the selected need; and

a data grid operable to identify a data item associated with the selected need.

5. **(Previously Presented)** A computer-based knowledge management system, comprising:

a client operable to generate a first request, the client associated with a knowledge worker;

a server coupled to the client and operable to receive the first request, the server comprising a knowledge matrix operable to store status information on a plurality of knowledge items associated with the first request, the server operable to generate a second request for the knowledge items if the status information stored in the knowledge matrix indicates the availability of the knowledge items; and

an information source operable, in response to the second request, to communicate information to the server to satisfy the first request;

wherein the knowledge matrix comprises:

a knowledge worker grid operable to identify a plurality of needs associated with the knowledge worker, the knowledge worker grid operable to relate the first request to a selected need;

a process grid operable to identify a process item associated with the selected need;

a data grid operable to identify a data item associated with the selected need;

a process cycle grid operable to store status information on a step of the identified process item; and

a data cycle grid operable to store status information on an instance of the identified data item.

6. **(Cancelled)**

7. **(Cancelled)**

8. **(Cancelled)**

9. **(Cancelled)**

10. **(Cancelled)**

11. **(Cancelled)**

12. **(Cancelled)**

13. **(Previously Presented)** An apparatus for serving a knowledge worker, comprising:

a memory operable to store status information on a plurality of knowledge items associated with a first request; and

a processor control module coupled to the memory and operable to receive the first request from a client associated with the knowledge worker, the processor control module further operable to generate a second request for the knowledge items if the status information stored in the memory indicates the availability of the knowledge items, the processor control module further operable to receive information in response to the second request;

wherein the memory comprises:

a knowledge worker grid operable to identify a plurality of needs associated with the knowledge worker, the knowledge worker grid operable to relate the first request to a selected need;

a process grid operable to identify a process item associated with the selected need; and

a data grid operable to identify a data item associated with the selected need.

14. **(Previously Presented)** An apparatus for serving a knowledge worker, comprising:

a memory operable to store status information on a plurality of knowledge items associated with a first request; and

a processor control module coupled to the memory and operable to receive the first request from a client associated with the knowledge worker, the processor control module further operable to generate a second request for the knowledge items if the status information stored in the memory indicates the availability of the knowledge items, the processor control module further operable to receive information in response to the second request;

wherein the memory comprises:

a knowledge worker grid operable to identify a plurality of needs associated with the knowledge worker, the knowledge worker grid operable to relate the first request to a selected need;

a process grid operable to identify a process item associated with the selected need;

a data grid operable to identify a data item associated with the selected need;

a process cycle grid operable to store status information on a step of the identified process item; and

a data cycle grid operable to store status information on an instance of the identified data item.

15. **(Cancelled)**

16. **(Cancelled)**

17. **(Cancelled)**

18. **(Cancelled)**

19. **(Cancelled)**

20. **(Previously Presented)** A method for serving a knowledge worker, comprising:

receiving a first computerized request from a client associated with the knowledge worker;

retrieving, from a knowledge matrix stored in memory, status information on a knowledge item associated with the first request;

generating a second computerized request for the knowledge item if the status information received from the knowledge matrix indicates the availability of the knowledge item; and

receiving information related to the knowledge item in response to the second request;

wherein retrieving comprises:

relating the first request to a selected one of a plurality of needs associated with the knowledge worker;

retrieving a process item associated with the selected need; and

retrieving a data item associated with the selected need.

21. **(Previously Presented)** A method for serving a knowledge worker, comprising:

receiving a first computerized request from a client associated with the knowledge worker;

retrieving, from a knowledge matrix stored in memory, status information on a knowledge item associated with the first request;

generating a second computerized request for the knowledge item if the status information received from the knowledge matrix indicates the availability of the knowledge item; and

receiving information related to the knowledge item in response to the second request;

wherein retrieving comprises:

relating the first request to a selected one of a plurality of needs associated with the knowledge worker;

retrieving a process item associated with the selected need;

retrieving a data item associated with the selected need;

retrieving status information on a step of the identified process item; and

retrieving status information on an instance of the identified data item.

22. **(Cancelled)**

23. **(Cancelled)**

24. **(Cancelled)**

25. **(Cancelled)**

26. **(Cancelled)**

27. **(Cancelled)**

28. **(Cancelled)**

29. **(Previously Presented)** The system of Claim 4, further comprising:

a watch module operable to generate access statistics in response to a knowledge management session between the client and the server, the watch module further operable to modify a personal profile of the knowledge worker in response to the access statistics.

30. **(Previously Presented)** The system of Claim 5, further comprising:

a watch module operable to generate access statistics in response to a knowledge management session between the client and the server, the watch module further operable to modify a personal profile of the knowledge worker in response to the access statistics.

31. **(Previously Presented)** The apparatus of Claim 13, further compromising:

a processor watch module coupled to the processor control module, the processor watch module operable to generate access statistics in response to a knowledge management session between the knowledge worker and the apparatus, the watch module further operable to modify a personal profile of the knowledge worker in response to the access statistics.

32. **(Previously Presented)** The apparatus of Claim 14, further compromising:

a processor watch module coupled to the processor control module, the processor watch module operable to generate access statistics in response to a knowledge management session between the knowledge worker and the apparatus, the watch module further operable to modify a personal profile of the knowledge worker in response to the access statistics.

33. **(Previously Presented)** The method of Claim 20, further compromising:

generating access statistics associated with the knowledge worker in response to a knowledge management session conducted by the client; and

modifying a personal profile of the knowledge worker in response to the access statistics.

34. **(Previously Presented)** The method of Claim 21, further compromising:

generating access statistics associated with the knowledge worker in response to a knowledge management session conducted by the client; and

modifying a personal profile of the knowledge worker in response to the access statistics.